



DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

National Institutes of Health  
Office of Research Services  
Bethesda, Maryland 20892

[cyclistanons@protonmail.com](mailto:cyclistanons@protonmail.com)

July 23, 2021

Mr. [REDACTED]

CyclistAnons

[REDACTED]  
Bridgewater, NY 13313

Re: FOIA Case Number: 56448

Dear Mr. [REDACTED]:

This is our final response to your Freedom of Information Act (FOIA) request addressed to Office of Research Services, Research Facilities (ORS-ORF), National Institutes of Health (NIH), dated June 03, 2021 and received June 10, 2021. You requested Copy of all complaints submitted to the National Institute of Allergy and Infectious Diseases about the agencies' cafeteria. These include those facilities used by employees in relation to those located at NIAID offices and laboratories at both campuses in Bethesda, Maryland and Rockville Maryland. Please include all correspondence relating to this (sic) complaints (which would include any internal agency communications, emails, memos, etc.) for the calendar year of 2020. From 1/1/2020 to 12/31/2020.

Per your email dated, June 9, 2021, you clarified your request to receive: food service complaints that have in the calendar year of 2020 that have been submitted and documented by employees, contractors, trainees and visitors at buildings that are owned/leased or contracted specifically by the National Institute of Health.

Examples of these establishments can include those located at the NIH Clinical Center in Bethesda, Maryland

- Building 10 ACRF Cafeteria
- Building 35 Cafeteria
- Building 10 CRC Coffee Bar

We searched the files of Division of Amenities & Transportation Services for records responsive to your request. That search produced 57 pages responsive to your request. This includes emails and memos.

As a result of the COVID-19 Pandemic and NIH's response, we drastically reduced the number of cafeterias, concession stands and coffee bars that were open and operational after mid-March 2020. Throughout much of the requested period, we only had two facilities in Building 10 operational (CRC Coffee Bar and the 10/B1 Concession Stand).

It is the Department of Health and Human Services (DHHS) policy to expunge and protect (b)(6) information about individuals in "personnel and medical files and similar files" when the disclosure of such

information "would constitute a clearly unwarranted invasion of personal privacy. Contractor Info Personnel, social security numbers, EIN numbers, birth dates, percentage of effort, institutional base salary, pending support, and source of private support.

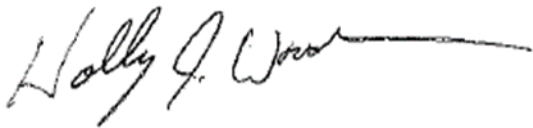
Please feel free to call me on 301-594-9520 for additional information or to inquire about your request.

If you are not satisfied with the processing and handling of this request, you may contact the ORS-ORF FOIA Public Liaison:

Karen Cook  
ORF/ORS FOIA Public Liaison  
31 CENTER DR  
Building 31 Rm 2B37  
Bethesda, MD 20892-2132  
301.402.3570 (phone)  
301.594.9522 (fax)  
[ORF-ORSFOIAResponse@mail.nih.gov](mailto:ORF-ORSFOIAResponse@mail.nih.gov)

In certain circumstances, provisions of the FOIA and HHS FOIA Regulations allow us to recover part of the cost of responding to your request. Because the cost is below the \$25 minimum, there is no charge for the enclosed materials.

Sincerely,

A handwritten signature in black ink, appearing to read "Holly J. Woodson", followed by a long horizontal flourish.

Holly J. Woodson  
Government Information Specialist  
Office of Research Services – Office of Research Facilities (ORS-ORF)

Enclosures: 57 pages